2015

TRANSPORTATION DISADVANTAGED AWARDS



PRESENTED BY

THE FLORIDA COMMISSION FOR THE TRANSPORTATION
DISADVANTAGED

WEDNESDAY, OCTOBER 28, 2015 6:30 p.m. to 8:30 p.m. HILTON DAYTONA BEACH DAYTONA BEACH, FLORIDA

AWARD NOMINATION CRITERIA

ELECTED OFFICIAL

This award was created to recognize an elected official who has demonstrated support to those who are transportation disadvantaged.

SAFETY

This award was created to recognize a system that has demonstrated an outstanding safety record or initiated new or improved safety programs.

DISPATCHER-SCHEDULER

This award was created to honor an individual who has performed in an outstanding manner and has shown care and concern for transportation disadvantaged passengers.

DRIVER

This award was created to honor an individual who has performed in an outstanding manner and has shown care and concern for the riders.

INNOVATION

This award was created to recognize a CTC that has used innovative approaches to coordinate transportation, improve customer service, enhance the safety of the system and/or increase efficiencies.

PLANNING AGENCY

This award was created to recognize a planning agency that went beyond the scope of their work to implement coordinated transportation.

OUTSTANDING COORDINATING BOARD

This award was created to recognize a coordinating board that has demonstrated its dedication and support of the local delivery system.



Accessible formats are available upon request

Phone (850) 410-5700 TD Helpline (800) 983-2435 www.dot.state.fl.us/ctd





EX-OFFICIO ADVISORS TO THE COMMISSION

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Agency for Health Care Administration

Kent Carroll

Agency for Persons with Disabilities

Dennis Latta

Department of Veterans' Affairs

James Lincoln Finch

Department of Economic Opportunity

AWARD NOMINATION CRITERIA

OPERATOR

This award was created to recognize an operator who contracts with a Community Transportation Coordinator and has delivered services to the transportation disadvantaged in a safe, cost effective, efficient and quality manner.

RURAL CTC

This award was created to recognize a rural Community Transportation Coordinator (CTC) who has performed in an outstanding manner for the community and the transportation disadvantaged population.

URBAN CTC

This award was created to recognize a urban Community Transportation Coordinator (CTC) who has performed in an outstanding manner for the community and the transportation disadvantaged population.

VOLUNTEER

This award was created to recognize a volunteer who has provided service to transportation disadvantaged citizens of their community.

SHEILA WINITZER SHINING STAR AWARD

This award was created in honor of Ms. Sheila Winitzer who spent her career creating programs to improve the transportation disadvantaged program.

WILLIAM G. AND BUDD BELL LIFETIME ACHIEVEMENT AWARD

This award was created in honor of Dr. William (Bill) and Mrs. Budd Bell who were instrumental in the early development of the Florida's coordinated transportation program.

2015 Nominees

Vanita Anderson

Big Bend Transit

Broward County Transit

Kelly Kirk Brooks

Calhoun Transit

Linda Carter

Charlotte County LCB

City of Tallahassee - StarMetro

Collier County LCB

Clyde Dubose

Gulf County ARC & Transportation

James Hamilton

Hardee, Highlands & Okeechobee Counties LCB

The Honorable Nancy Harris

Sheryl Hartzog

Hayes Medical Transport

Indian River County MPO

Jackson County LCB

Jacksonville Transportation Authority

Joseph Leacock

Robert Long

MTM, Inc.

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2015 Nominees

MV Transportation, Inc.

Manatee County Area Transit

The Honorable John Meeks

Ed Mercado

Andre Michel

Rosemary Millar

Deandre Moore

North Central Florida Regional Planning Council

Northeast Florida Regional Council

Laurence Osband

Palm Tran Connection

Jessie Pete

Towanna Pompey

Positive Medical Transport

Putnam County LCB

Senior Resource Association/Indian River Transit

Timothy Smith

Lora Spokas

Suwannee River Economic Council, Inc.

Votran's Dispatcher/Scheduling Team

Willie (Pearl) Williams

2015 Award Winners!

2014 AWARD RECIPIENTS

Outstanding Coordinating Board **Monroe County**

Operator ElderPoint Ministries

Rural CTC **Lake County BOCC**

Urban CTC

Pinellas Suncoast Transit Authority

Sheila Winitzer Shining Star Award
Sharon Peeler

William G and Budd Bell Lifetime Achievement Award Joe and Kitty King







2014 AWARD RECIPIENTS

Elected Officials

Senator Audrey Gibson, Florida Senate Commissioner Eula Clarke, City of Stuart Hillsborough County BOCC

Volunteers
Jane Walker
Michael Raposa

Driver **Eddie Romero, Clay Transit**

Dispatchers-Schedulers
Billy Bennett, SVTA
William Reynolds, Votran

Innovation **Broward County Transit**

Planning Agency
Northeast Florida Regional Council

Safety
Collier Area Transit

ELECTED OFFICIAL



The Honorable Nancy Harris
Putnam County Commissioner

Commissioner Harris is relentless in her commitment to supporting her constituents by working to ensure mobility options remain available. As the Chair of the Putnam County Local Coordinating Board (LCB), she leads a highly motivated and representative Board that consistently attracts the interest of the community. She has provided inspirational leadership through the period of change that saw the loss of many Medicaid trips and a radical change to the way that service is funded in Putnam County. With her guidance and the creativity and determination of the LCB and the CTC, the transportation disadvantaged in Putnam County continue to be served.

Additionally, Commissioner Harris has provided leadership in highlighting the importance of rural transit to the community and the Legislature. The Northeast Florida Regional Council unanimously approved a resolution outlining their support for regional transit. This resolution is a testament that member counties agree on the importance of rural transit. Commissioner Harris continues to work tirelessly to ensure the individuals in Putnam County maintain their independence and quality of life.

SAFETY



MV Transportation, Inc.

MV has served as the Alachua County Community Transportation Coordinator since 2003. In that long tenure, safety has been the highest priority for the organization, including that of its passengers and its employees, which has been evidenced in near perfect FDOT Safety Reviews year after year. In 2014, the MV Alachua County Division received the company sponsored Safety Star award for achieving an annual reduction in all three MV safety rates (Accident Frequency Rate, Passenger Accident Frequency Rate, and Incident Frequency Rate).

MV has implemented several company-wide safety programs, including driver incentive programs, employee and operator recognition, daily safety messages, regular scheduled safety meetings, safety training and driver certification programs.

WILLIAM G. and BUDD BELL LIFETIME ACHIEVEMENT AWARD

Vanita Anderson

With more than 30 years of experience in Florida's coordinated transportation system, Vanita Anderson has demonstrated her commitment to the provision of mobility services for the transportation disadvantaged community. Her long-term leadership role in advocating



transportation issues has been successful in promoting the benefits of coordination of all resources and has exhibited an interest in improving accessibility of transportation services.

Vanita began her career with the Calhoun County Senior Citizens Association. Recognizing the need for transportation for those unable to drive or those with little or no access to transportation, she was instrumental in creating the Association's transportation department known as Calhoun County Transit. Calhoun County Transit was then designated and continues to be the Community Transportation Coordinator (CTC).

Ms. Anderson then went on to work with the Apalachee Regional Planning Council (ARPC), where she has served as the Transportation Disadvantaged Coordinator for the past 25 years. The ARPC is the designated official planning agency for Calhoun, Franklin, Gulf, Jackson and Liberty counties. She has successfully staffed each county's Local Coordinating Board, provided countless hours of technical assistance to all of the CTCs in her area and has advocated for those who depend on these services at local and statewide events.

Her continued support and commitment to the Transportation Disadvantaged Program will be missed with her upcoming retirement.



SHEILA WINITZER SHINING STAR AWARD



Sheryl Hartzog

For more than 30 years, Sheryl Hartzog has been improving transportation services in Clay County. Sheryl joined the team at Clay County Council on Aging in 1974 as a clerk typist and worked her way up to lead the Clay Transit office.

Under Sheryl's leadership, Clay Transit has expanded services, coordinated services, developed and added flex routes and increased its fleet to 38 vehicles. She is constantly planning ahead to meet the growing needs of Clay County. Last year one of her greatest challenges was the transition of Medicaid's managed care program. She faced this challenge "head on" and led Clay Transit in implementing operational and fiscal changes to be able to remain competitive and continue to provide Medicaid non-emergency transportation. Her years of dedicated service to the transportation needy, and her fiscal and operational accountability makes her a logical choice for this award. Sheryl and Sheila have a lot in common: two dedicated and strong-willed women, determined to make life better for those in need.

DISPATCHER-SCHEDULER



Towanna Pompey

Since transferring to the Manatee County Area Transit in 2011, Towanna Pompey has successfully adapted to her position as Dispatcher. She consistently demonstrates excellent customer service skills, is always courteous

- and respectful to clients, and has a great working relationship with dialysis centers and other medical
- facilities in Manatee County. In an effort to keep up with daily schedule changes, Towanna constantly monitors real-time data and makes operational changes to increase route efficiencies resulting in reduced overtime while maintaining or improving customer satisfaction.

At the end of Towanna's shift, she makes every effort to thank drivers for a job well done and the wonderful teamwork accomplished by all.





DRIVER



James Hamilton

- James' hard work and dedication to his job are nothing short of exemplary. He has been a dedicated Manatee County Paratransit Operator since 2002 and has been accident-free for the past 9 years. James is always compassionate, fully understands his customers and always demonstrates good customer service.
 - James served twenty years in the United States Army before being employed with Manatee County Area Transit. He has over 13 years of experience in transporting disadvantaged passengers at adult daycare facilities, dialysis, medical, and providing other lifesustaining trips. His attention to detail, professional appearance, safe driving record, genuine personality and good customer service are outstanding traits and excellent examples of a Paratransit Operator.



URBAN CTC



Jacksonville Transportation Authority

Duval County

- The Jacksonville Transportation Authority (JTA) has been the Community Transportation Coordinator (CTC) for Duval County since 2001. During that time JTA has worked countless hours in partnership with many agencies to provide safe, reliable and efficient multimodal transportation services to the residents of Duval County and surrounding areas.
 - JTA has implemented many initiatives to improve services and educate the community. Among the initiatives launched were higher safety standards, implementation of software that tracks "On-Time Performance" in real time, revamping its quality assurance processes, creation of an orientation session for operators, and the creation of a comprehensive riders' guide. Regional coordination efforts include leading the development and implementation of the Northeast Florida Coordinated Mobility Plan and TransPortal.net (a multimodal One Call, One Click Transportation Resource Center); sharing technologies such as regional trip booking, scheduling software and mobile data terminals; providing human resources for grant application, procurement, maintenance, technology and planning at no cost to its partners; and hosting various training opportunities.

RURAL CTC

Suwannee River Economic Council, Inc. Bradford, Dixie, Gilchrist, Lafayette, and Union Counties

Suwannee River Economic Council, Inc., (SREC) is dedicated to providing safe and affordable transportation while increasing the availability of service to meet demand. Their top priorities are consistent service, quality customer service and reducing expenses. As a result of the Council's fiscal prudence, they have been able to provide trips at no charge to passengers.

When a neighboring CTC recently resigned, SREC was designated as the CTC. Because of their commitment to those who rely on transportation services, a seamless transition created very little, if any, disruption to service.

- In addition, SREC was able to provide full-time employment to those who were employed by the previous CTC.
- SREC maintains an excellent working relationship with its local coordinating boards, elected officials, service providers and customers. During a recent safety review conducted by FDOT, it was noted that the Council has one of the best safety records in the region.





DRIVER



Timothy Smith

- Tim started as a mechanic with Calhoun County Transit (CCT) in October 1995. When there was a shortage of drivers, he split his time and became a part-time driver.
- He has won 1st place in the State Paratransit Roadeo several times and once in the National Roadeo. Tim
- currently serves as a CTAA Driver Trainer and sits on the FDOT Advisory Board.

Recently, he was instrumental in responding to a lifethreatening accident at CCT. His ability to quickly think and remain calm was crucial to the individual receiving treatment. Tim was honored for his actions.

Tim always goes above and beyond for customers. If someone needs help at their home, he volunteers on his own time to assist. He is seen by his peers as a honest, caring and hardworking individual.





VOLUNTEER



Joseph R. Leacock

The mission of Volunteers in Motion is to provide a way for elderly and mobility challenged persons to live safely and independently in their own homes by providing ac-

cess to medical care and life necessities. Joseph has been a volunteer driver for the past five years. In the past year, he drove 110 days providing 1,320 trips in 385 hours of unpaid volunteer time. A productivity rate of 3.4

trips per hour, which is higher than many paratransit ser-

vices.

Joseph is meticulous about the safety of his clients. His pre-driving inspections are legendary. He is always thinking of ways to make improvements to keep our clients safe. His calming personality, strength, and genuine kindness while constantly adhering to the rigors of timely transportation does not go unnoticed by his passengers, as well as the agency. Joseph volunteers for this program because he knows the need is great and

his clients are cut off from main stream society. "After a while, they become my family and I look forward to doing this every week."



OPERATOR



Big Bend Transit
Leon County

 Big Bend Transit is committed to providing quality and efficient transportation to the citizens of Leon County.

 The staff at Big Bend are always courteous, professional and willing to go above and beyond in helping clients get

to their appointments on time. As a paratransit operator for StarMetro, Big Bend provided just under 20,000 TD trips in Leon County last year. In addition, they assisted StarMetro's Paratransit division with another 11,000 ADA trips.

Big Bend Transit also operates a small fixed route service for StarMetro which connects a number of office complexes with the downtown area. A total of 29,185 trips were provided on this service.

Big Bend Transit can always be relied upon for safe, quality and reliable transportation services.



OUTSTANDING COORDINATING BOARD



Charlotte County Local Coordinating Board

Since the start of Charlotte County's Transportation Disadvantaged program, the Charlotte County LCB has consistently displayed dedication and support of the local transit delivery system. Attendance at the quarterly LCB meetings has been so impressive that the LCB outgrew its meeting room location a few years ago and had to seek a larger venue. Average attendance over the last three meetings has been 86%. One faithful volunteer LCB member has given 19 years of continuous service.

Charlotte County LCB members are recognized as local area transportation experts who continually provide mobility leadership in the community. Many have served over the last two years as transportation stakeholders in drafting the Charlotte County 2040 Long Range Transportation Plan, especially in developing the plan's transit element. Others have also assisted with studies such as the Charlotte County Community Needs Assessment Plan and the Ten-Year Plan to Prevent and End Homelessness in Charlotte County.

This past year, several staff members worked closely with the Community Health Improvement Partnership (CHIP)'s Access to Health Care Subcommittee to promote the use of public transit to improve the overall health of Charlotte citizens. "Try Transit Day" was held on April 22, 2015, and included transit stops at the Health Department, *two* hospitals, the Cultural Center, two assisted living facilities and the Virginia B. Andes Health Care Clinic.

VOLUNTEER

Laurence (Larry) P. Osband

For the last 10 years, Larry attended many Palm Beach
County transportation meetings.
He served on the Transportation
Disadvantaged Local Coordinat-

ers.



ing Board (LCB) as a system user and advocate, was a member of the Palm Tran Service Board Paratransit Subcommittee and was on countless other citizen advisory boards. His creative ideas and active leadership on the LCB and in the community has directly resulted in Palm Tran Connection's positive relationship with its custom-

Larry's advocacy extended throughout the State of Florida. Led by Mr. Osband, the Palm Beach County advocates have been the largest group of transportation disadvantaged riders to attend the annual TD Legislative Awareness Day in Tallahassee.

His research and planning resulted in an orderly, informed and unified voice of the advocates promoting awareness to the importance of public transportation to the disadvantaged, senior and disabled population. With Larry's passing, the TD community will greatly miss his dedication and leadership.



INNOVATION



Manatee County Area Transit

Manatee County Area Transit has been actively pursuing new goals to increase ridership and make the service as user friendly as possible. After months of research, client feedback, public outreach meetings and a demonstration project, Manatee recently launched "Pre-Paid Fares" on paratransit services. To date, Manatee has had nothing but positive comments regarding the new pre-paid fare program.

- The convenience of this pre-paid program has helped improve customer service, ensure uninterrupted trips and
- allow regular scheduled riders to budget their funds each
- month. By paying in advance for trips, clients no longer have to worry with having the correct change or running out of funds.



PLANNING AGENCY



North Central Florida Regional Planning Council

The North Central Florida Regional Planning Council (NCFRPC) is the designated official planning agency for Alachua, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Madison, Suwannee and Union counties.

- Lafayette, Levy, Madison, Suwannee and Union counties For many years, the NCFRPC has been a strong
- advocate for riders and providers of the coordinated system.
- Ms. Lynn Franson-Godfrey, Senior Planner, has been the staff assigned to handle all planning aspects of the Transportation Disadvantaged Program at the local level – staffing 9 local coordinating boards and providing support and assistance to each of the Community Transportation Coordinators (CTCs).

Even through challenging times, the leadership and commitment to those who depend on the program has been demonstrated time and again. Most recently, the NCFRPC was instrumental in the transition to a new CTC for Union County helping to ensure

there was no disruption in service.

